

Request for Proposals

Provide Regional Operator Services For Indiana Region 2 - Regional Workforce Board

Purpose

The purpose of this solicitation is to secure Regional Operator services for the Northern Indiana Workforce Board (NIWB). The successful bidder will enter into negotiations for a two year contract with an optional one year extension at the discretion of the NIWB.

The NIWB is soliciting bids for a single entity to provide Regional Operator Services for Region 2, which consists of the following counties in Indiana: Elkhart, Fulton, Kosciusko, Marshall and Saint Joseph.

Funding

The funding for these services will primarily come from Federal Workforce Investment Act, Title I funds awarded to Region 2. Attachment A shows current program year 2005 WIA funding levels for Region 2 at \$ 3,031,126. Funding will fluctuate from year to year.

Contract Negotiations

Successful bidders to this RFP will be expected to participate in contract negotiations to establish the exact services to be provided and the payment terms for those services. Costs and services will be negotiated based on information contained in this RFP and in the proposal(s) selected for contract negotiations.

Disclosure

Bidders to this RFP should note that the contents of their response to this RFP or other information submitted to the NIWB are subject to public release upon request, except those items specifically exempt from disclosure. All such proprietary or confidential material should be so marked.

Subcontracts

Bidders may subcontract for all or part of the services to be provided, but the intentions to subcontract must clearly be stated in the response to this RFP and approved by the NIWB.

Right to Reject Bid

The NIWB reserves the right to accept or reject any and all Bids and to waive any irregularities in bidding.

Proposal Format

Proposals must be prepared and sequenced in accordance with the instructions outlined in this section. When completed, proposals are to be assembled in the following manner. All referenced attachments are included in this packet.

- Proposal Cover Page (Attachment B)
- Table of Contents
- Organizational Section –
 1. Organization name
 2. Organization address
 3. Organization telephone number(s)
 4. Contact person
 5. Length of time in business
 6. Chief Executive Officer
 7. A Statement indicating the intent of the organization to provide services described in this RFP
 8. Legal status of the Bidding Entity
 9. Mission or purpose of the Organization
- Bidders Background & Experience
 1. Description of the purpose of the Organization
 2. Description of the management and structure of the Organization
 3. A listing of similar services provided – Names and Contacts
 4. Brief resumes for key personnel that will provide the services
 5. Copies of monitoring reports and audit reports for the past two years for similar services or similar experiences as a staff to a WIB
- Plan of Service
 1. Detail the plan for providing Regional Operator services.
 2. Services provided on-site versus off-site – provide details.
 3. Additional services provided not specifically required in the RFP.
 4. Regional Operator staff availability (full time versus part time) – provide details.
 5. Detail plans to locate Regional Operator office within Region 2.
- Budget/Cost – Bids will be evaluated using a dollar-to-dollar comparison. With the nature of the Regional Operator function any bidders may submit their bids as a percentage fee based on the amount of grant money they may have oversight responsibility for the NIWB. All bids will be converted to dollar figures for the purpose of comparison. A reasonable and standard funding amount will be used for this conversion. The NIWB encourages a sliding scale that shows reducing percentages as funding levels are reached. Example the first \$100, 000 is at 2.0%, the next \$100,000 is at 1.5%, etc.
- Non-Collusion Affidavit (Attachment C)
- Assurances and Certifications (Attachment D)
- Required Insurances/Bonding: General Liability, Workers Compensation, Employee Fidelity Bonding and Liability Coverage for the Chief Elected Official in Region 2.

Exhibits

1. Budget narratives and budget detail pages
2. Bidder's Annual Report/Financial Statement
3. Resumes of the key staff to be involved
4. Organizational charts
5. Recent audits and monitoring reports from similar initiatives

Each section and exhibit must be clearly labeled.

Responses to this RFP must be typed on 8 ½" by 11" paper with no less than one inch margins. The proposals must be no longer than 20 pages in length not counting the Cover Page, Table of Contents, required Attachments and Exhibits.

Starting after the cover page and the table of contents, number each page at the bottom center using the format "page x of x". The completed attachments B, C, D and E from this RFP must be included with your proposal. Submittals must include an original (submit to the address indicated at the bottom of page 5) and an email copy in pdf format to Jerry Langley and another email pdf copy to egoff@dwd.in.gov. The original must have original signatures (blue ink). No faxed copies of the proposal will be accepted.

Scope of Work

The Northern Indiana Workforce Board is publishing this Request for Proposal (RFP) to seek responses for a Regional Operator in Region 2, which consists of the following counties: Elkhart, Fulton, Kosciusko, Marshall and Saint Joseph. The selected respondent from among the proposals for funding will be a contractor for the NIWB.

- Indiana has been divided into eleven Regional Workforce Service areas. Each area has a Regional Workforce Board that will be responsible for the delivery of workforce services in that geographic region.
- The Regional Operator will provide support services for the Regional Workforce Board and will provide operational oversight and management for the WorkOne offices in the region.
- Additional details on this structure are contained in Indiana's Strategic Two-Year Plan for the Workforce Investment Act and Wagner-Peyser Act. This document can be found at http://www.in.gov/dwd/partners/stateplan_102105.pdf.

Eligible bidders for the Regional Operator include:

- Private or public not-for-profit organizations, including faith-based or community-based organizations.
- Private or public for-profit organizations or entities.

The Regional Operator may not provide workforce development services in the region in which they are the Regional Operator. The Regional Operator may provide program services in the regions where it is not the Regional Operator.

Effective Period of the Contract:

The period of the contract will be effective no later than July 1, 2006 through June 30, 2008. A one year extension may be granted by the regional workforce board for exceptional performance.

Key Dates:

RFP packet available / Issue RFP	4:00PM, Friday, March 24, 2006
MANDATORY Letter of Intent to Bid	4:00PM, Friday, March 31, 2006
Deadline for submitting questions	4:00PM, Monday, April 10, 2006
Proposal deadline	4:00PM, Monday, April 17, 2006
RFP Review Committee meeting	9AM, Monday, April 24, 2006
NIWB Region 2 Board meeting	10AM, Wednesday, April 26, 2006
Select Region 2 Regional Operator	Wednesday, April 26, 2006 (expected date)
Regional Operator Services begin	July 1, 2006

All time shown is local South Bend time (EST/EDT). The NIWB reserves the right to adjust the schedule when it is in the best interest of the NIWB or to extend any published deadline in this RFP upon notification to those who have requested an RFP.

It is mandatory that a Letter of Intent to Bid be received at the NIWB office address noted below on or before 4:00PM, March 31, 2006. Said letter does not commit bidder to submit a proposal. The Letter of Intent should contain the company name, address, contact person and contact information. (The Letter of Intent may be e-mailed or Faxed to Jerry Langley. Refer to contact information below.)

Proposal Submission:

Proposals and required copies prepared in accordance with the Proposal Preparation Instructions of this RFP must be received at the address noted below on or before 4:00PM, April 17, 2006. The prospective bidder is solely responsible for assuring that anything sent to the NIWB arrives safely and on time. The office receiving the proposals is:

Jerry Langley
262 Mendoza College of Business
Notre Dame University
P.O. Box 399
Notre Dame, IN 46556
Phone: 574-631-6078
FAX: 574-631-5255
Jerry.Langley.3@nd.edu

Requirements for Regional Operator

Regional Operator Responsibilities:

The Regional Operator will:

- Be responsible for integrating service delivery in the WorkOne system in the region in accordance with federal and state legislation and regulations, state policy, and the Indiana Strategic State Plan. Programs include:
 - Workforce Investment Act Title I Adult,
 - Dislocated Worker,
 - Youth,
 - Employer Services
 - Outcomes of Strategic Skills Initiative
 - Wagner- Peyser Act,
 - Veterans employment and training programs,
 - and Trade Adjustment Assistance.

Other programs may be incorporated in the future.

- Direct and coordinate the flow and delivery of services in each WorkOne Center located in the region.
- Provide technical assistance to the workforce service providers in the WorkOne system.
- Seek additional funding sources and partnering opportunities that will enhance the region's ability to provide workforce development services.
- Assist in marketing the WorkOne system in the region.
- Provide participant reporting and data validation functions, in conjunction with the NIWB.
- Coordinate with the Fiscal Agent concerning fiscal and financial reporting processes.
- Perform duties identified for the One-Stop Operator in federal and state legislation, regulations, policies and procedures.
- Update and maintain eligible training provider data including, but not limited to the acceptance of applications from training providers, the entry of applications into the state system and the first level approval or denial of such applications. Such actions will be in coordination with the regional workforce board and the State workforce board.
- Receive, along with the NIWB, technical assistance and support from the Indiana Department of Workforce Development.
- Serve as support staff to the NIWB and perform other related duties as determined by the NIWB.
- Provide written performance reports to the NIWB on a regular basis.
- Perform other related duties as determined by the Regional Workforce Board.
- **NOT provide WIA Title 1 core, intensive or training services or other direct workforce services** in the region where they are the Regional Operator.

Rating Criteria

Bids submitted will be evaluated on 6 criteria each carrying a unique weighting:

- | | |
|--|--------------------|
| • Service Provision Planning | 17 possible points |
| • Integration / Coordination Planning | 17 |
| • Program Management & Organizational Capacity | 17 |
| • Outcomes / Results Delivered | 17 |
| • Costs | 17 |
| • Comprehensive Review | 15 |

Service Provision Planning (17 Points)

The Regional Operator will be an instrumental component for the management of workforce services in the Regional WorkOne system and provide staff functions for the Regional Workforce Board.

- The integration of services and workflow for the WorkOne system are integral part of Indiana's workforce system. Describe how a plan to fully integrate services for seamless service delivery will be developed. Include how functional supervision, staff training, employer input, customer satisfaction surveys, etc. will be used. Include a plan describing the design of the flow of traffic, staff training, coordination of partner services, and a timeline for implementation.
- Workforce Investment Act (WIA) services providers will be procured by the Regional Operator. The scope of work for WIA program services RFP's must be provided to show the criteria, processes and timeline to be used for the selection of the WIA service providers.
- The bidder will describe how the plan for the procurement process for service providers will occur. Include how it will be determined who will receive notices of requests for proposals.
- The bidder will describe their capabilities to provide staff to the NIWB, similar to supportive functions – provided to Workforce Investment Boards as described in WIA legislation.

Scoring on this criterion will be based on the following.

- How service integration is addressed.
- How the flow of services is designed.
- The thoroughness of the local procurement process for service providers, including reasonableness of the timeline.
- The comprehensiveness and quality of Regional Workforce Board functions to be provided.

Integration/Coordination Planning (17 points)

The Regional Operator will direct and coordinate the delivery of workforce services in the WorkOne Centers and Express sites located in the region. With guidance from the State and Regional Workforce Board, the Regional Operator will integrate Wagner-Peyser, Workforce Investment Act, Veterans, and Trade Adjustment Services in the WorkOne Centers in Elkhart and St. Joseph Counties and the Express Offices in the other three counties. Additionally, the Regional Operator will also coordinate with the Partner Services available in the regional offices to ensure customers have access to the full array of services available.

The bidder will:

- Describe the Regional Operator's vision for integration and coordination in the area.
- Describe the plan for the transitioning of counties (into or out of new regional areas) so limited disruption of service occurs.
- Describe how the Regional Operator envisions his/her role with the Regional Workforce Board, including how coordination will occur.
- Describe how the Regional Operator will assist the Regional Workforce Board to assume a stronger leadership role over the next two program years. Include the relationship between the Regional Operator, Regional Workforce Board, and the State, and how capacity building for the Regional Workforce Board will be provided.
- Describe the Regional Operator's role with the DWD Regional Coordinator, including how coordination will occur.

Scoring of this criterion will be based on the following:

- How integration of services will occur through the Regional Operator's vision.
- How transitioning of counties into or out of new regional areas will occur to minimize the disruption of services to clients.
- How coordinating with the Regional Workforce Board will occur, including how the leadership role of the Regional Workforce Board will be enhanced over the next two program years.
- How coordination with the DWD Regional Coordinator will occur.

Program Management & Organizational Capacity (17 points)

Bidders must demonstrate the capacity and capability of its organization to be a Regional Operator. The NIWB is interested in learning the organization's capacity to administer workforce development programs and program management capability. Towards that end, the State will be revising its system measures, developing real-time measures, and developing an automated case management system with reporting capability.

The bidder will:

- Describe the entity's ability, organizational capacity, and track record to administer workforce development services in each WorkOne Center and WorkOne Express sites located in the regional area. Identify a Regional Operator Director with whom the State and Regional Workforce Board will communicate. Provide the qualifications of the Director and other key staff members.
- Describe credentials and certifications for personnel related to the delivery of workforce or related services.
- Describe the entity's ability to manage participant and financial data within an automated reporting system. Describe how data validation will occur.
- Describe how the workforce development system will be managed to meet performance, expenditure levels and enrollments.
- Provide a copy of the most recent audit report done for the Regional Operator's organization/entity indicating its ability to administer workforce development services.
- Describe the Regional Operator's experience with accounting and reporting systems specifically with the Department of Workforce Development (DWD), other state/federal agencies, and/or private sector entities.

Scoring of this criterion will be based on the following:

- The bidder's ability and capacity to administer workforce development services as the Regional Operator, including key staff qualifications.
- The bidder's experience and ability to manage participant and financial data within the automated reporting system.
- The most recent audit report reflecting the applicant's ability to administer workforce development services.
- Appropriate staff/organizational credentials and experience.

Outcomes / Results Delivered (17 Points)

The organization's success in administering workforce development programs can, many times, be reflected through the outcomes achieved in the region. The Northern Indiana Workforce Board is interested in learning about the achievements of the organization/entity to determine the "value" they can add to the workforce development system in Region 2. Such achievements may have been measured through contract payment points, achieving bench marks, achieving or exceeding performance standards, and/or other methods.

The bidder will:

- Provide the outcomes achieved by the applicant. Workforce Investment Act outcomes are preferred but outcomes from other funding sources are acceptable.
- Provide evidence of creative solutions in work for other organizations.
- Indicate the bidder's involvement in strategic development for other organizations
- Describe corrective actions taken (either internal ones or one's required by a contracting entity) as a result of not achieving outcomes.

Cost (17 Points)

Specify the cost for the regional operator services using a cost worksheet similar to the one included in this document as Attachment E. Assume WIA funding at current levels (See Attachment A).

Scoring on this criterion will be based on the following:

- Cost for the regional operator functions.
- Reasonableness of cost to meet required activities.

Comprehensive Review –NIWB (15 Points)

These points will be awarded by the Northern Indiana Workforce Board. Points will be awarded on the completion of the proposal and how the various components of the plan are integrated to provide efficient and effective operations. Elements to be considered:

- Innovation
- Creativity
- Planned leverage of available funding

Attachment A

PY2005 Funding for Workforce Region 2

County	PY 2005	
	Total \$	WIA %
2 -Elkhart County	\$598,375	1.486%
2 -Fulton County	\$161,423	0.401%
2 -Kosciusko County	\$203,124	0.504%
2 -Marshall County	\$155,363	0.386%
2 -St. Joseph County	\$1,912,842	4.750%
Region 2	\$3,031,126	7.527%

Attachment B

Proposal Cover Page

Northern Indiana Workforce Board
Proposal for Regional Operator Services

Date of Proposal _____

Proposing Organization Name:

Proposing Organization Address:

Federal ID Number:

Authorizing Organization Official

Typed Name:

Signature:

Signature Date:

Contact Person

Name:

Address:

Telephone Number:

Cell Number:

E-mail:

Attachment C

Non-Collusion Affidavit

Northern Indiana Workforce Board

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Northern Indiana Workforce Board whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Subscribed and sworn to me this day ____ day of _____

Notary Public

County of _____

Commission Expiration Date _____

Attachment D

Northern Indiana Workforce Board
Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Boards, Regional Workforce Boards and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.

Signature of Authorized Representative

Print or Type Name

Date

Attachment E

Budget Estimate Worksheet

Line Item	Regional Operator				Strategic Skills Initiative	Total Budget
	Board Staffing		One-Stop Operator Staffing			
	Program	Admin	Program	Admin		
Salaries						
Fringe Benefits						
Rent and Utilities						
Furniture and Equipment						
Office Supplies and Postage						
Technology & Website Support						
Staff Development and Travel						
Dues, Memberships, Publications						
Contracts for Board Services						
Total						